

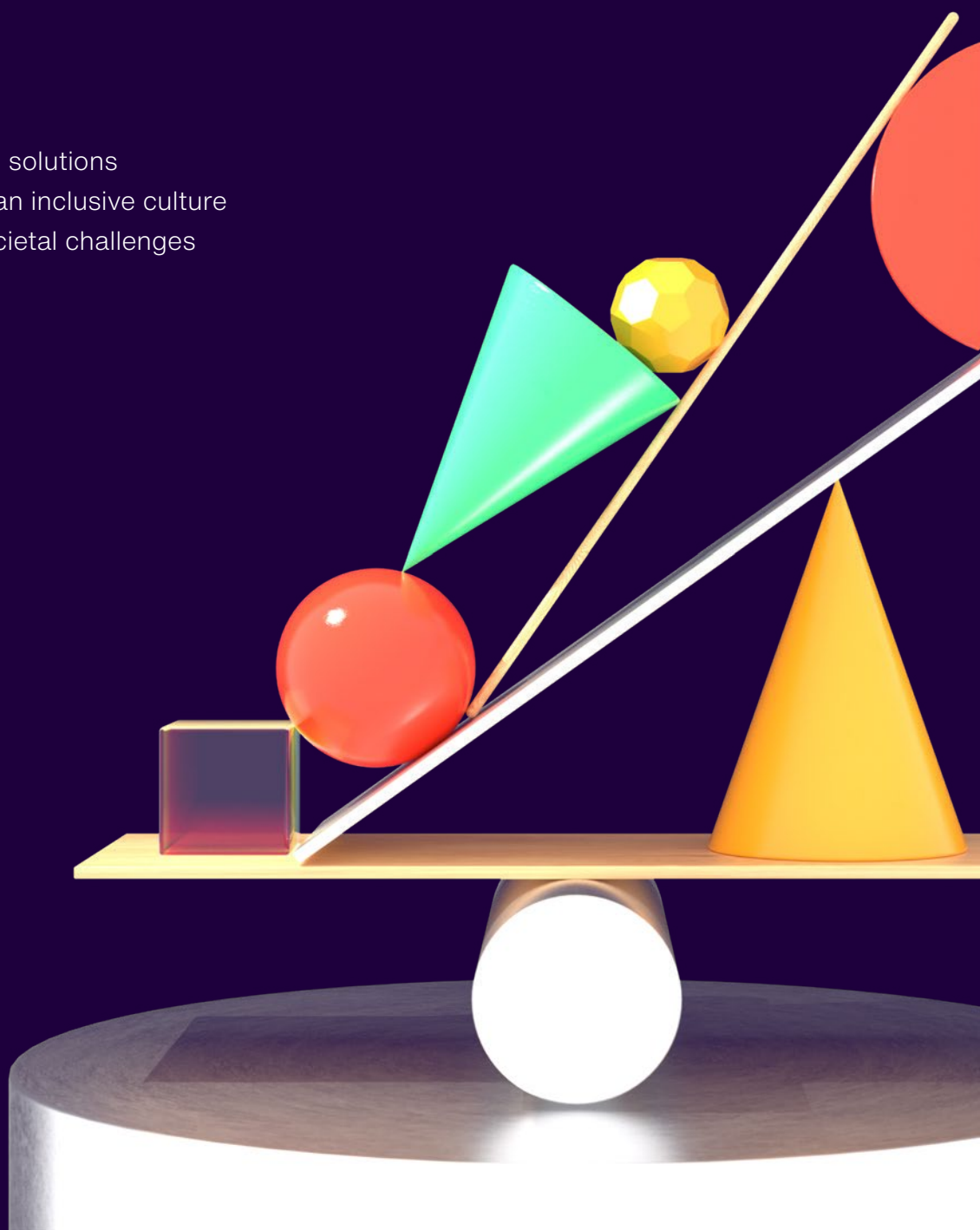
H1 Sustainability Progress Update

2021

Powering safer gambling solutions

Promoting integrity and an inclusive culture

Partnering on shared societal challenges



“ Sustainable Success represents an ongoing and evolving commitment for Playtech.

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Introduction

“As we execute on our five-year sustainability strategy, that runs from 2020 to 2025, I am delighted to present the progress and highlights from the first half of 2021.

At Playtech we make technology that changes the way that people experience gambling entertainment. Core to this purpose is creating and harnessing technology in a way that contributes to building a sustainable industry that benefits all stakeholders.

The need to focus on Sustainable Success is more critical now than ever. As we emerge from the immediate crisis of the pandemic, the world continues to face challenges and many structural changes to society have been accelerated. Challenges such as climate change, inclusion, the future of work and mental health have always been defining issues for today and future generations, but they are now more challenging to address than ever.

As a technology leader in the gambling industry, we believe that a sustainable future requires continued investment and advances in technology, advances that will not only make gambling safer but also more enjoyable for the end consumer. At Playtech we are focusing our efforts in three key areas:

- The utilisation of data analytics, which allows the personalisation of the player experience and player protection software.
- Funding, leading, and collaborating on industry research, so we can better understand the industry, its products and their impact on society.
- Placing sustainability at the centre of product development and game design.

The progress we have made since the launch of Sustainable Success is building the foundations of our strategy for years to come.

In addition, collaboration and partnership, inside and outside of our industry, are key to innovating in and driving uptake of the next generation of technology to continue improving our industry's approach to sustainability. That is why we have and will continue to engage and work with academics, charities and thought leaders both inside and outside of the sector to build a detailed picture of what else we can do to promote safer gambling.

Sustainable Success represents an ongoing and evolving commitment for Playtech. The progress we have made since the launch of Sustainable Success is building the foundations of our strategy for years to come. Integrating effective governance structures is essential to supporting

our sustainability goals, ensuring that existing ideas and strategies are developed and we continue to challenge ourselves, via viewpoints from a broad set of stakeholders inside and outside our industry, to continually raise our standards.

As I reflect on H1, I believe we have made important progress across the environmental, social and governance topics that are material to our company and industry, including:

- Established a new Board Sustainability and Public Policy Committee and External Stakeholder Advisory Panel
- Signed a new contract with a major lottery and are in advanced discussions with a number of operators to use the Betbuddy platform
- Secured a first in our industry by achieving accreditation for the GamCare B2B Safer Gambling Standard
- Progressed with plans to set a science-based target and carbon reduction strategy with the guidance and oversight of a dedicated environmental working group
- Initiated a strategic review of D&I strategy; and joined the All-In Diversity Initiative
- Expanded partnerships, dialogue, and research to advance digital wellbeing and safer gambling
- Launched a £3m COVID Recovery and Resilience Fund with a completion of phase 1 funding.

As we look to the second half of 2021 and into 2022, we recognise we have much more to do and will:

- Lead and support the sector with investment in new and enhanced technology solutions, safer game design and research to drive adoption and improvements in safer gambling solutions as well as raise standards in the sector
- Set a science-based target and advance our carbon reduction strategy
- Publish our updated strategy and targets for increasing gender inclusion and diversity
- Contribute to programmes and support to address mental health impacts of the pandemic
- Broaden dialogue, research and programmes to advance digital wellbeing and reduce gambling related harm
- Increase transparency of our sustainability performance by enhancing the scope and quality of our metrics and scorecard.

We look forward to working with all our stakeholders on the next stage of our sustainability journey and keeping you up to date with our progress.

Best wishes
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Mor Weizer
CHIEF EXECUTIVE OFFICER
PLAYTECH GROUP



Sustainability strategy 2020-2025

At Playtech, we are committed to growing our business in a way that has a positive impact on our people, our communities, the environment, and our industry. Sustainable Success is bringing the principles of sustainability and responsible business into everything we do. It is about raising standards for Playtech and the whole of the gambling sector.

At the heart of Sustainable Success are three commitments:

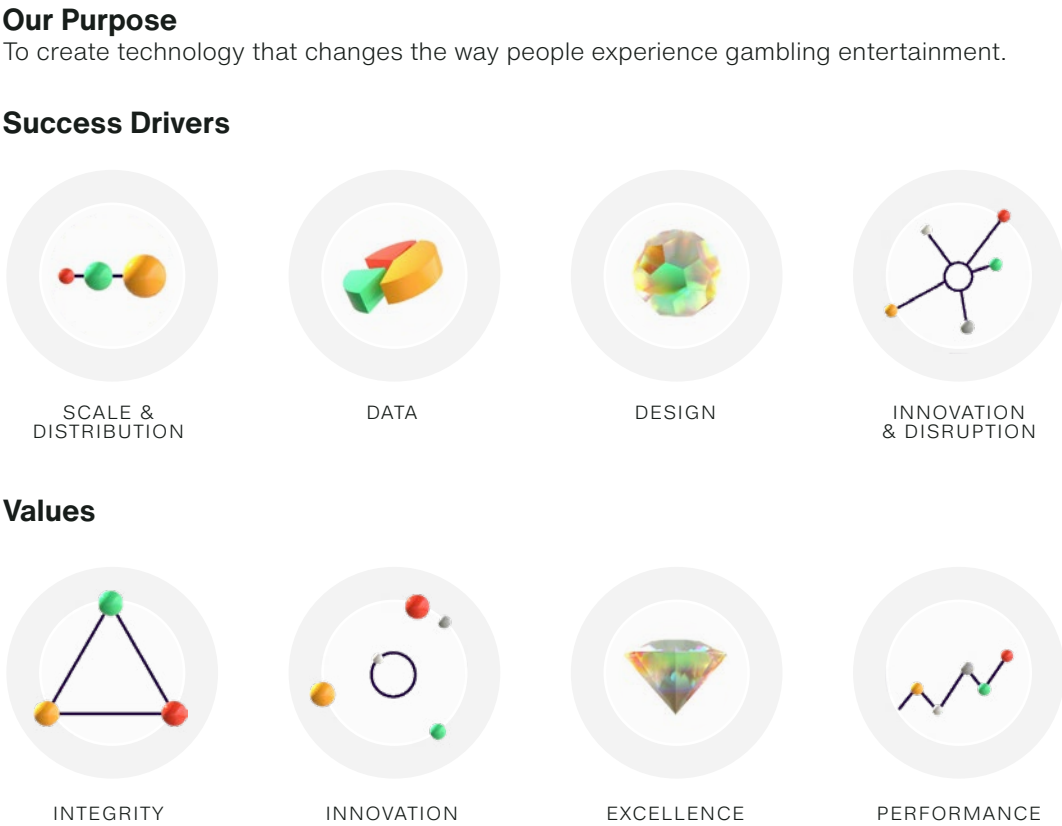
-  **Powering safer gambling solutions**
-  **Promoting integrity and an inclusive culture**
-  **Partnering on shared societal challenges**

We have set goals for each of these commitment areas and will report on our progress year-on-year.

Commitment	Goals and Targets
Powering safer gambling solutions	<ul style="list-style-type: none">• Increase uptake of safer gambling technology, tools and solutions.• Harness investment in R&D to advance the next generation of safer solutions.• Strengthen operational safer gambling standards and technology across our operations.
Promoting integrity and an inclusive culture	<ul style="list-style-type: none">• Promote integrity and reduce compliance risk across our operations and supply chain.• Reduce our carbon footprint by 40% by 2025 against a 2018 baseline.• Support employee wellbeing.• Reduce the gender pay gap and achieve year-on-year improvements in diversity and inclusion.
Partnering on shared societal challenges	<ul style="list-style-type: none">• Promote healthier online lives and digital resilience.• Increase employee participation in local volunteering projects.• Invest in research, education and treatment (RET) to prevent gambling-related harm.




Our strategy

Here's how the elements of Playtech's purpose and strategy fit together:



Sustainability Purpose
Deliver change to build a sustainable and safe gambling entertainment industry.

Sustainability Ambition
To be a trusted, global leader in safer products, data analytics, and player engagement solutions to raise industry standards.

- Sustainability Commitments**
-  **Powering safer gambling solutions**
 -  **Promoting integrity and an inclusive culture**
 -  **Partnering on shared societal challenges**



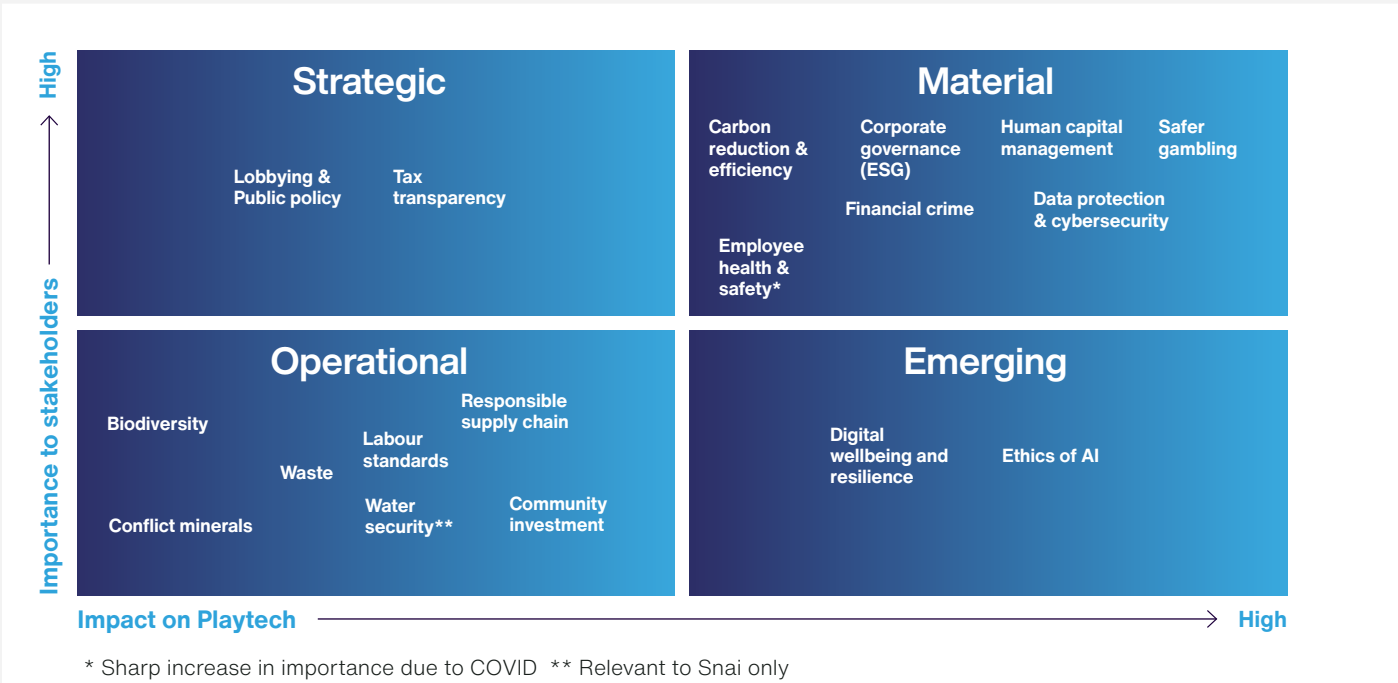
Governance

In H1 2021, Playtech has taken steps to strengthen its sustainability governance and priorities across the business. Our approach continues to be informed by the constantly evolving environmental, social and governance (ESG) agenda, changing stakeholder expectations of business as well as our commitment to delivering against the objectives in our strategy.

In the first quarter of the year, Playtech updated its materiality assessment of ESG issues. These material issues are those topics considered important by key stakeholders that could have a significant impact on our business success. Materiality mapping is an important element in helping Playtech identify emerging issues, trends and how the company can respond effectively to them. It is supplemented by regular horizon scanning of the sector and wider business landscape embracing environmental, social and governance issues as well as changes to legislation, regulation and the economic outlook. As part of this process, Playtech also undertakes extensive dialogue with its stakeholders to gather their views and insights.

The materiality assessment considers both risks and opportunities. Playtech’s materiality exercise included an examination of wider social, environmental and economic trends, interviews with internal and external stakeholders, and was reviewed by our Stakeholder Advisory Panel (SAP). The feedback from the SAP was incorporated into the final version alongside recommendations for future updates. Playtech will review our materiality assessment to capture significant developments in the issues that are material to the Betting & Gaming and Software & Services sectors and Playtech specifically, at least once every two years. A comparable methodology will be applied to compare findings from the review of this materiality assessment against subsequent assessments.

Sustainability Materiality Overview: The following schematic illustrates the most recent materiality analysis.



Key activities and performance from H1 2021 and next steps

New Sustainability and Public Policy Committee of the Board

In July, the Board established a new Sustainability and Public Policy Committee. The first meeting of this newly formed committee will take place in H2 and will have primary responsibility for reviewing, monitoring and advising on Playtech’s sustainability, responsible business and public policy matters. This includes oversight of a wide range of responsible business topics including ethics, safer gambling, diversity and inclusion, wellbeing, human rights and the company’s climate change strategy. The Committee will also oversee the Company’s key non-financial commitments, strategy, targets, metrics and reporting.

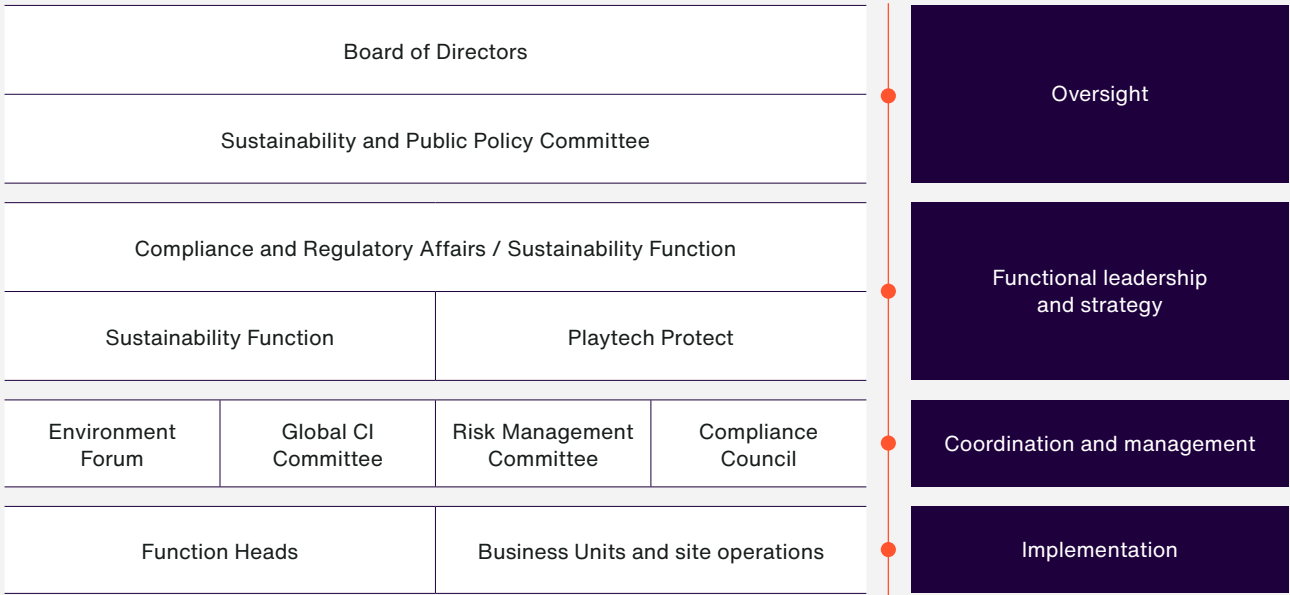
External Stakeholder Advisory Panel

Society, the economy, and our industry are all changing rapidly. As a result, Playtech recognises businesses need to deepen their engagement and dialogue with stakeholders from inside and outside of their own industries. In order to inform and challenge our approach to sustainability and the way we do business, we have established an external advisory panel to help advance our own strategy and raise standards for responsible business practices within the gaming sector. The panel brings together external topic experts with senior internal decision makers to sense-check, challenge and provide direction against key non-financial topics. The panel is attended by Playtech’s CEO and Chair of the Sustainability and Public Policy Board Committee and complements Playtech’s existing and regular stakeholder engagement mechanisms.

Playtech held the first two panels in H1 2021. In its first session, the panel reviewed Playtech’s sustainability strategy and its approach for identifying material environmental, social and governance issues. The panel’s comments have helped to refine the strategy and full details of the discussion can be found [here](#). The second session focused on safer gambling with a particular focus on product and game design and innovation and research. The panel’s insights were incredibly valuable in helping us clarify aspects of our approach, including the motivation for our work in these areas as well as the terminology we use. More information about the SAP can be found [here](#).

Two further sessions are planned for H2, which will focus on diversity and inclusion, and climate change.

Sustainability Success Governance Structure



Governance



FTSE4Good

FTSE4Good

FTSE Russell (the trading name of FTSE International Limited and Frank Russell Company) confirms that Playtech has been independently assessed according to the

FTSE4Good criteria and satisfied the requirements to become a constituent of the FTSE4Good Index Series. Created by the global index provider FTSE Russell, the FTSE4Good Index Series is designed to measure the performance of companies demonstrating strong Environmental, Social and Governance (ESG) practices. The FTSE4Good indices are used by a wide variety of market participants to create and assess responsible investment funds and other products.

Engaging and Involving our Workforce on our Sustainability Journey

During the first half of the year, Playtech hosted a number of virtual webinars to engage our workforce on sustainability topics including our overall strategy, diversity, wellbeing and safer gambling. Through these sessions, colleagues heard from both internal and external leaders about trends, best practices and practical ways that companies can play a positive role in their communities and environment. In H2, Playtech will continue to host sessions on employee community involvement, diversity, workplace wellbeing, safer gambling and climate change.

CASE STUDY

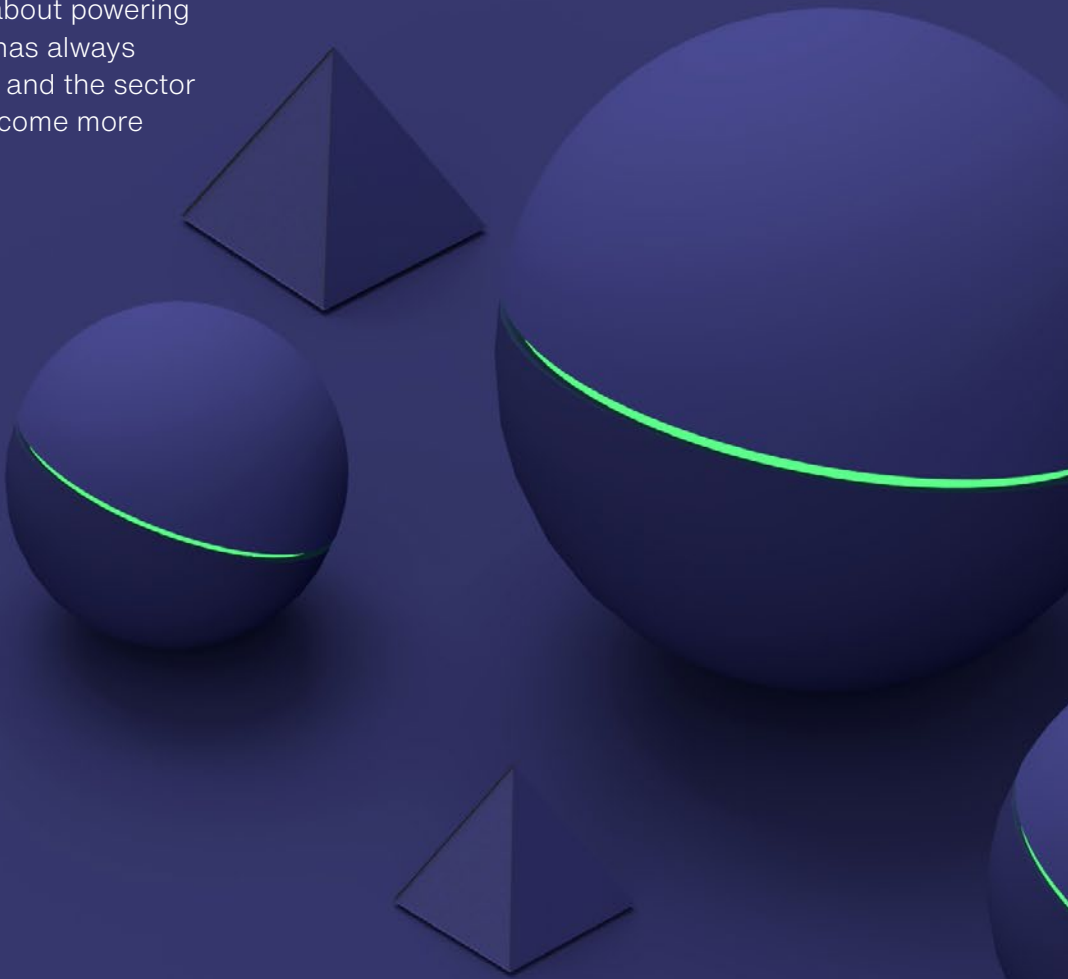
Snaitech Sustainability Week:

From 14-18 June, Snaitech hosted the third edition of the “Snaitech Sustainability Week”, an entire week dedicated to communication, information and awareness-raising on sustainable issues across the company.



Powering Safer Gambling Solutions

As a business, the biggest impact Playtech has on society stems from its gambling technology. That is why the first commitment under Sustainable Success is about powering safer gambling solutions. This has always been a vital area for Playtech – and the sector it operates in – and will only become more important in the years ahead.



Powering Safer Gambling Solutions

Safer Gambling Standards

In 2020, we combined our responsible gambling and compliance technology, tools, services and research to further invest in a new era of innovation in responsible gambling and consumer protection. The launch of Playtech Protect is a powerful signal of the Group's ambition to be at the forefront of innovation and place safer gambling at the heart of its core products and services. The suite of solutions includes the IMS platform, Engagement Centre and BetBuddy AI-driven application, as well as ongoing research into sustainable Product and Game Design. You can visit our [Playtech Protect page](#) to find out more.

Key activities and performance from H1 2021 and next steps

Playtech Protect

In H1, Playtech continued to grow its Playtech Protect offering across research, partnerships and innovation. We have continued to increase the uptake of safer gambling technology tools and solutions. As of H1, we have a total of 7 brands deployed and integrated with BetBuddy with four further brands currently in the integration phase. In addition to the signing of a new contract with a major lottery in H1 2021 we are in advanced discussions with a number of operators.

Playtech was the first company to receive the GamCare B2B Safer Gambling Standard. GamCare is the UK's leading provider of information, advice and support for anyone affected by problem gambling. The GamCare Safer Gambling Standard is an independent quality standard which assesses the measures businesses have put in place to protect customers from experiencing gambling related harm. The accreditation process involved an in-depth review of Playtech's business, from focusing on Company-wide culture and Executive support for safer gambling to how the product teams build-in safer gambling to the design and development of products.



PLAYTECH WAS THE FIRST COMPANY TO RECEIVE THE GAMCARE B2B SAFER GAMBLING STANDARD



The Snaitech Group, which operates Playtech's Italian facing business, is committed to implementing new initiatives dedicated to responsible gaming and player protection. In December 2020, Snaitech achieved once again the G4 International certification of responsible online gambling.



SNAITECH ACHIEVED ONCE AGAIN THE G4 INTERNATIONAL CERTIFICATION OF RESPONSIBLE ONLINE GAMBLING

Engaging our colleagues to innovate Safer Gambling Solutions

Playtech Protect ran its first innovation challenge which invited colleagues from product teams around the business to identify and pitch ideas for new products and solutions to support safer gambling. The challenge was run with support from EPIC Risk Management, who provided facilitators as well as the perspective of those with experience of gambling-related harm. The successful proposals will be assessed in H2 with a view to adding them to our product development roadmap.



Research and insights to reduce gambling related harm

The Playtech Protect team conducts research and publishes the results from it in academic papers and thought leadership reports with the aim of increasing the knowledge and research base on key sector issues. It also produces briefing papers on these topics which are designed to make them more accessible to a wider range of interested stakeholders such as industry participants and regulators. Playtech's safer gambling research programme covers a variety of highly relevant themes, including Data Analytics, Product Safety, Ethics and AI and Digital Resilience. The programme builds on the ongoing efforts to be at the forefront of research into behavioural gambling risk factors and how to convert those insights into player engagement. As such, watch this space for more reports and insight on this.

In 2021, the team has published a number of research papers and industry briefings. All are available on our website [here](#). Our latest papers were on the following topics:

Volatility under the spotlight: panel regression analysis of online slots player in the UK (Journal: International Gambling Studies), published in March 2021.

AutoPlay: Effects of Autoplay on Player Behaviours – Industry research briefing, published in April 2021.

Customer interactions: Real-time in-play messaging for responsible gambling, published in February 2021.

Safer by design: Building a collaborative, integrated and evidence-based framework to inform the regulation and mitigation of gambling product risk (accepted for publication and expected to be published Q3 2021).



Our next upcoming report, which is currently under review, will be on **'AI Accountability: From Principles to Industry-specific Accreditation'**. Regular AI-related scandals from leading companies indicate current efforts at corporate accountability are insufficient. This paper will draw on public policy and governance literatures to examine "accountability" on this topic as well as a case study of ongoing R&D in the gambling sector.

In addition to progressing commercial opportunities for Playtech Protect, H2 priorities will include:

- Advancing our product development and innovation programme.** We will continue to explore how to enhance our current and future capabilities to provide a suite of solutions for licensees. We will also progress with Phase 2 of the innovation challenge to assess timeline and feasibility for proposed product and service solutions.
- Research and partnerships.** We will continue to partner to deliver innovative research through papers and industry briefings. Research papers and insights planned for the second half of this year will focus on customer interaction, the next generation of digital tools for player protection as well as additional insights on game and product design.



Promoting Integrity and an Inclusive Culture

At Playtech, our culture and behaviour are guided by our values of integrity, innovation, excellence and performance. Our values are a vital part of our ethical business principles. They guide all our decisions. They are the foundation of everything we do as a company, and they help to shape our achievements. By committing to promote integrity and an inclusive culture, we are working to enshrine these values in everything we do.



Over the next five years, we have made commitments to:



Promote

integrity and reduce compliance risk in our operations and supply chain



Reduce

our carbon footprint by 40% by 2025 from our 2018 base year



Support

employee wellbeing



Reduce

the gender pay gap and achieve year-on-year improvements in diversity and inclusion.

You can read more about our 2020 activities and performance in our [Annual Reports](#).

Key activities and performance from H1 2021 and next steps

We recognise that societal expectations associated with diversity and inclusion in leadership, the race to a net zero future and recovery from the pandemic mean that we need to take additional and more assertive action on these topics. As a result, in H1, we initiated a review of our commitments, strategy and targets and will provide a full update at the year end.

Environment

The environment, and particularly climate change, is a growing area of concern for Playtech, its investors and other stakeholders. Playtech recognises the need for businesses to play their part in keeping the level of global warming to 1.5°C.

In January 2021, we launched a cross-functional environment forum chaired by the Director of Public Affairs and Sustainability. This forum meets quarterly and its remit includes the development of an environment policy for the Group (now published and available [here](#)) as well as setting, coordinating and overseeing our strategy and response to the challenges posed by climate change.

Its work on climate change includes reviewing our current GHG targets and strategy to ensure it aligns with the latest science on limiting the level of global warming below 1.5°C and evolving regulatory and reporting frameworks. It has responsibility for identifying short-, medium- and long-term climate related risks and opportunities, which can have a material impact on our business; running climate scenario models; and building risk management strategies across our key markets and operations. This will be done in alignment with the TCFD framework and incorporate developments in regulatory and reporting requirements.

Our recently published [global environmental policy](#) outlines our commitment to reduce our environmental footprint. It also sets out our commitment to buying renewable energy and engaging suppliers to reduce our supply chain emissions.

Playtech recognises the environmental impact across its global value chain. We are therefore starting to look beyond our own operations' impact on climate change and examine the entire carbon footprint across our value chain. We have conducted a full Scope 3 footprint analysis for 2019 and 2020. Our initial analysis, which is mainly based on financial data, shows that our Scope 3 is over 85% of our total carbon footprint. The outcome of this analysis was included in our July 2021 submission to the Carbon Disclosure Project. Our aim is to use that information to identify hotspots and review our current GHG reduction target to make sure it aligns with the latest climate science.

The work achieved in H12021 sets the path to another busy second half of the year. In the coming months we aim to:

- Update GHG reduction targets by reviewing our current Scope 1 and 2 reduction targets and set our first Scope 3 target. These targets will be aligned with the latest climate science.
- Finalise our hotspot analysis on our full carbon footprint (Scope 1, 2 & 3).
- Develop implementation plans for new targets.
- Run various climate scenarios to better understand our risks and opportunities. The results from our analysis will be fed into our group risk assessment and used to finalise our risk management strategies.

WE ARE COMMITTED TO REDUCING OUR
CARBON FOOTPRINT BY 40% BY 2025



Promoting Integrity and Inclusive Culture

Human Rights and Modern Slavery

Human rights have attracted a great deal of stakeholder interest in recent years. In particular, there has been increasing focus on the extent to which commercial organisations are aligning their practices with societal expectations and how they can use their influence to improve human rights performance in the countries where they operate.

Playtech is committed to conducting its business with respect for human rights. As part of this commitment, we strive to honour all internationally recognised human rights as enshrined in the Universal Declaration of Human Rights, ILO Declaration on Fundamental Principles and Rights at Work, United Nations Guiding Principles on Business and Human Rights and UN Global Compact. We undertake regular, systematic reviews of our operations on an ongoing basis to ensure compliance with our own [policies](#) and local laws and regulations. The importance we attach to this issue is underlined by regular communication with our colleagues and suppliers (and by a tailored training programme). Our annual statement on our performance in relation to Modern Slavery is available [here](#).

Diversity and Inclusion

Diversity & Inclusion (D&I) has witnessed an enormous upsurge in stakeholder interest and scrutiny. This has prompted a wide-ranging debate about the role business should play in addressing historical and current injustices and disparities. At the same time, there is now widespread acceptance and understanding of the important contribution people make to business success.

In the first half of the year, we launched several initiatives that will support our progress in these areas. Specifically, we have:

- Conducted a refresh of our Global D&I strategy and targets for approval in H2
- Expanded participation in a number of leading diversity membership and leadership networks to help inform and strengthen our inclusion programmes including:
 - The All-In Diversity project - *an industry-driven initiative to benchmark diversity, equality and inclusion for the global betting and gaming sector*. [\[All-In website\]](#);
 - Valore D - *Snaitech joined this leading association of companies promoting gender balance and an inclusive culture for the growth of companies in Italy*
 - Parks – Liberi e uguali – *Snaitech joined this association created to help member companies understand and realise the full business potential of developing diversity-friendly strategies and best practices*
- Engaged with colleagues on a range of diversity topics including celebrating Pride and conversations about race and inclusion.

Over the coming months we plan to:

- Publish a new D&I policy, strategy and targets
- Collect and understand our current performance and opportunities to improve cultural diversity and examine data related to cultural diversity at leadership levels in a couple of key markets.
- Roll out leadership training (which includes executive coaching and a mentorship programme) and a performance management tool (which includes 360-degree feedback). Both of these initiatives will contribute to improving our approach to talent management and personal development.

CASE STUDY

Hello Welfare - Italy

In H1, Snaitech has once again offered employees with a permanent contract (which is governed by the Trade National Collective Bargaining Agreement, with the exception of Executives) the possibility of converting the annual bonus in whole or in part into welfare services, using a dedicated platform. The tool provides personalised responses to diverse needs (reimbursement of education and training expenses, transport costs, medical and assistance expenses; supplementary pension, shopping voucher, recreational services - e.g. subscriptions to gyms and swimming pools, travel packages, training courses subscription).



Employee Health, Safety & Wellbeing

The health, safety and wellbeing of our employees continues to be of utmost importance for the Board and Executive leadership team. As we come out of the immediate crisis of the pandemic, the executive leadership, site operations and Human Resources function continue to work together to monitor and respond to local developments, impacts and issues affecting our business and workforce change. Playtech has also been implementing a new global working from home and hybrid work model to create more flexibility in the workplace and enable employees to strike a healthy work-life balance.

Over the past year, Playtech has introduced a comprehensive health and wellbeing strategy which includes programmes to support the physical, mental, social and financial wellbeing of employees. In countries, such as Italy and the UK, Playtech is expanding its support for colleagues in a number of these areas.

In the second half of the year, we will publish a revised Health, Safety & Wellbeing Policy that has global reach and is supported by a framework that aligns with local activities. The policy launch will be accompanied by a programme of events that explains the policy and highlights the benefits to individual employees and the business of these changes.

Human Capital Development – Supporting the development of our workforce

In H1, we continued to support our employees with a suite of learning and development programmes designed to support their personal and professional development. Through Playtech Academy, Playtech's learning and development platform, we provide ongoing support for employees, contractors and licensees. This includes webinars, workshops, elearning and online training developed in-house and with selected partners. Academy also promotes courses from third party providers so that employees have access to a diverse range of learning resources.

In H1, Playtech Academy delivered over 55 courses and sessions for our global workforce. Over 4,000 employees participated in courses delivered in H1. These sessions covered a wide range of topics including workplace wellbeing, mental health, information security, ISO certification, marketing, diversity and inclusion. In H2, Playtech will continue to deliver and enhance its corporate wide training and learning programme, including the rollout of Playtech's annual corporate-wide compliance, data protection, human rights and safer gambling training. In addition, Academy will be delivering an ongoing programme of webinars and courses to further the development of Playtech employees. Playtech Academy also continues to deliver the company's workplace wellbeing programming via our Stronger Together Campaign.

In addition, the Group Human Resources function has developed and piloted new leadership and management courses in H1 2021, including Internal Mentorship and 360 degree appraisal programmes. These programmes encourage internal knowledge transfer, enhance leadership skills, and help us to foster a mentoring culture within the organisation and deliver our succession planning goals.

In H1, Playtech established an apprenticeship programme with an initial launch in the UK. We believe that apprenticeships offer a unique opportunity for us to support job growth and development opportunities for young people as well as enhance our recruitment of diverse and varied talent. Our IGS division launched its apprenticeship programme and has hired 10 apprentices. In H2, we will explore expansion of this programme across other business units and functions.

4,000+
employees participated in Playtech Academy
courses delivered in H1





Partnering on Shared Societal Challenges

As part of Playtech's Sustainability Strategy, we have created a global community investment strategy with commitments in three areas:

- Promote healthier online lives, mental health and digital wellbeing
- Increase employee participation in our local communities
- Invest in research, education and treatment (RET) to prevent gambling-related harm



Employee involvement and cross sector collaboration play an important role as we deliver across all three commitments. We recognise that the challenges facing our sector and communities cannot be solved by one organisation alone. By bringing together diverse perspectives, skills, capabilities and resources, we can more effectively deliver long term, systemic and positive outcomes for our stakeholders.

You can read more about our 2020 activities and performance in our [Annual Reports](#).

Key activities and performance from H1 2021 and next steps

Playtech's Recovery and Resilience COVID Fund

In March 2021, Playtech launched its £3 million COVID-19 Recovery and Resilience Fund. Playtech has been working with the Charities Aid Foundation (CAF), to launch and administer this fund, which will offer both immediate and long-term support to charities, social enterprises and not-for-profit organisations dedicated to delivering mental health services.

The fund aims to support organisations delivering these critical programmes so that people can benefit from accessible and affordable mental health and wellbeing services.

The fund has been established to help address the continuing and unprecedented toll that the pandemic is having on people's mental health and wellbeing. The fund aims to support organisations delivering these critical programmes so that people can benefit from accessible and affordable mental health and wellbeing services.

35,000

people - estimated to directly benefit from programmes funded from the Resilience and Recovery Fund

"The Charities Aid Foundation has been pleased to support Playtech in the delivery of this grant making programme for mental health charities in the UK and elsewhere."

The charities that support those struggling with their mental health have seen increased demand for their services at a time when traditional fundraising methods have been curtailed during the Covid-19 pandemic. Initiatives such as this represent an important piece of funding at a critical time for charities and the people they exist to help."

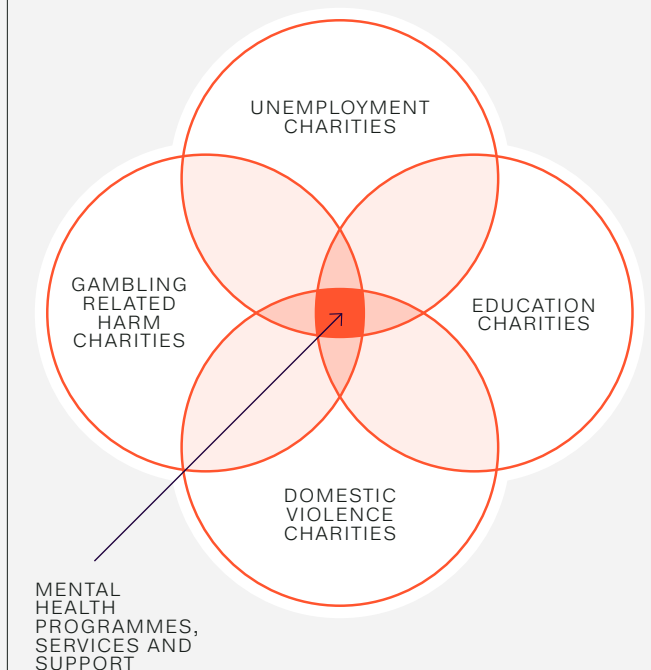
Monica Brown

HEAD OF CHARITY ADVISORY AND PROGRAMMES AT THE CHARITIES AID FOUNDATION

In the first round of funding, applicants were offered the opportunity to apply for either a short-term recovery grant or a long-term, strategic resilience grant.

We received 87 applications during the first round, held in April, of which 44 applications were successful (8 Recovery Grants and 36 Resilience). The successful grant recipients were from Bulgaria, Cyprus, Estonia, Gibraltar, the Isle of Man, Latvia, Philippines, UK & US. Funded programmes cover a wide range of causes including front line workers, mental health programmes, at risk youth, domestic violence, unemployment, gambling related harm, hospice, addiction, and homelessness.

It is estimated that the programmes funded in round one will directly benefit at least 35,000 people. Playtech and CAF will launch a second round of funding in September.



Partnering on Shared Societal Challenges

Promoting healthier online living and digital wellbeing

In 2020, Playtech announced a commitment to support programmes and partnerships designed to reduce gambling related harm and promote positive digital wellbeing and health outcomes. This commitment includes support for cross sector, multistakeholder partnerships and dialogue. Below are some examples of projects where collaboration is having a positive impact to address some of the most pressing societal challenges in our sector.

Advancing Research and Dialogue on Digital Wellbeing and Safer Gambling - Responsible Gambling Council of Canada (RG+). The first half of 2021 saw the completion of several pieces of work in the RG Plus partnership as well as the launch of numerous new projects.

- In March, RG Plus alongside Playtech hosted a roundtable with 34 international participants to present and discuss the results of the thought leadership work on using collaboration to support the digital wellbeing of young people.
- In the first quarter of the year, RG Plus conducted a review of the literature as well as an online survey of 2,000 adults in each of the UK, Canada, and the US to identify the conceptual as well as data driven links between online gambling and digital wellbeing. The largest piece of work in 2021 has been focused on identifying how the next generation of digital tools can be used to support the sharing of information and support with players across the spectrum of gambling involvement/harm. This project has included a review of the literature, scan of mental health and gambling focused digital tools, rapid assessments of three digital tools, and interviews and group discussions with over 50 international stakeholders.
- Looking to the remainder of 2021, RG Plus will continue work on safer gambling and digital wellbeing programme evaluations and will conduct a follow up assessment of the return on investment of Playtech's employee training. RG Plus will wrap up 2021 by hosting a series of roundtables along with Playtech to share and discuss the results from the innovative research on online gambling and digital wellbeing and the study of digital tools for players across the spectrum. For more information, please visit the [partnership webpage](#).

Evaluating effectiveness of virtual safer gambling and mental health support in the US - New Partnership with Kindbridge Research Institute.

In July 2021, Playtech announced its support for a new research partnership between Kindbridge Research Institute and Rutgers University. The objective of this research programme is to create an evidence-based model for gambling treatment in a telehealth setting. The purpose of the research is to improve the understanding and treatment of gambling and digital dependency related harms, with an aim to enhance treatment efficacy in a virtual setting. The research will focus on the mental health of gamblers, gamers and those suffering from digital dependency and identify areas to help and support them. For more information – please see the [press release](#).

The research will focus on the mental health of gamblers, gamers and those suffering from digital dependency and identify areas to help and support them.



Invest in research, education and treatment (RET) to prevent gambling-related harm

Playtech supports a range of not-for-profit and academic organisations to advance research, education and treatment programmes around the world. The following are highlights from a few flagship programmes.

Cross-sector partnerships to address Gambling Related Financial Harm: GamCare Gambling Financial Harm (GRFH) Project. This Project was launched by GamCare in 2019 and coincided with a peak of interest from the debt advice and financial services sectors to begin to tackle the issue of gambling related financial harm. It brings together four key sectors (financial services, debt advice, gambling businesses and gambling treatment) to build a better understanding and raise awareness of financial harms caused by gambling. This work has enabled true cross-sector collaboration, knowledge sharing, and development of best practices to help vulnerable customers. Since October 2020, key achievements include:

- Engagement with over 60 organisations across different sectors and a committed advisory/steering group
- The launch of a 'GRFH Toolkit' for organisations – a set of resources that offers consistent, high quality customer communications about gambling risks, and how to access support, so that issues can be addressed promptly. The Toolkit has already helped many organisations, such as the Money and Pensions Service and Barclays, to develop important guidance and communications for their vulnerable customers.
- Advising financial services and the debt advice sector on best practices to help vulnerable customers (e.g., advocating for bank gambling 'blocks', 'warm transfers' to the National Helpline).
- Initiated the facilitation of GRFH 'Insight Workshops', which aim to 'deep dive' and raise awareness on key, emerging issues relating to gambling and finances. The first workshop took place in March 2021 and addressed loopholes in bank gambling blocks. The event was attended by 45 representatives from across the four sectors and with people with lived experience. Additional networking events and workshops are planned for H2 2021/22.
- Working closely with the debt advice sector to implement a new initiative to set up direct referrals/transfers from GamCare's treatment team into an established, free debt advice service.

Progress to date shows that the potential for this work to make a positive impact for vulnerable consumers is significant. Playtech is proud to continue its support of this Project for a third year.

An estimated **1,200** beneficiaries engaged with community-based programmes supported by Playtech donations in H1

Building Resilience - The EPIC Restart Foundation.

In 2018 Playtech initiated and sponsored a new experiential leadership development programme bringing together leaders from charities and companies alongside people with lived experience. The objective of this programme was to help participants further develop their confidence and self-belief in a way that will make them even more effective in all fields of their life. Crucially, the programme was designed to encourage and foster cross-sector understanding, collaboration and ideas to enable a safer gambling environment. Following an independent evaluation of the programme, Playtech began to explore options for engaging with non-profit partners to build and evolve the programme.

Support from Playtech during 2020-21 has helped to launch The EPIC Restart Foundation, a new UK registered charity offering practical support to help people rebuild a positive life after gambling harm. Working with expert delivery partners, the Foundation's activities are designed to help those in recovery make their next move in their personal journey. Despite being launched during the COVID-19 pandemic, the pilot programme is having a real impact - helping delegates to gain new skills, improve their employability and rebuild their confidence and self-belief. With the support of Programme Support Mentors, all of whom have lived experience of gambling disorder, the Foundation's delegates are already securing new jobs or returning to study or planning to start their own businesses. The valuable experience gained this year is helping to develop the EPIC Restart Foundation's programmes for 2022, with an aim to increase impact, extend reach and help more people to rebuild a positive life after gambling harm.



Partnering on Shared Societal Challenges

Employee participation in local communities.

Playtech supports its employees to give their time, skills and financial support to community-based organisations around the world. Playtech offers its employees a day a year to volunteer as well as an opportunity to participate in the company's matched giving initiative. Through our community investment programme, Playtech offices support a range of not-for-profit and social enterprise organisations that support sustainable livelihoods, digital inclusion and wellbeing as well as mental health. During H1, Playtech employees donated over 3,000EUR to charitable causes and an estimated 1,200 beneficiaries engaged with Community Investment programmes.

Playtech offers its employees a day a year to volunteer as well as an opportunity to participate in the company's matched giving initiative.

Snaitech's independent charitable foundation, iZlove Foundation, also approved and extended a number of strategic partnerships including:

- Special Olympics Italia- *In 2021 Snaitech was once again alongside Special Olympics Italy during the second edition of the Smart Games. From 1 to 15 July, 3,816 athletes put themselves to the test in 22 sports disciplines, demonstrating that passion can go beyond barriers!*

- MIP – Politecnico di Milano - *A two-year collaboration with MIP - Politecnico di Milano (2020-2021) to provide scholarships for participation in the Master in Management of Cultural Heritage and Institutions of 4 employees belonging to 3 cultural organisations.*
- Fondazione Francesca Rava - *iZilove Foundation continues to support three foster homes managed by Fondazione Francesca Rava through the "Flower Islands" project, which envisages the creation of flower islands with seasonal and aromatic plants inside each foster home, to carry out outdoor educational activities, teaching children the value of biodiversity and respect for the environment.*

SPECIAL OLYMPICS
ITALIA 2021



CASE STUDY

Share 4 Good

Snaitech, launched a new project called Share 4 Good, which provided its employees with an opportunity to nominate a charity initiative for support by the iZilove Foundation, which is Snaitech's good causes entity. Following an internal selection process, 4 non-profit organisations were declared winners and will receive a donation from the iZilove Foundation in the coming months (the donations will be made by the end of 2021).





**We welcome your suggestions, comments and questions
and would like to hear from you.**

Please get in touch through our dedicated email:
sustainability@playtech.com

